

Lower Your Phone or Internet Bill with Lifeline

The Lifeline Program is a federal benefit that helps low-income households save on monthly phone or internet costs. Pineland is a participating provider in the Lifeline program, meaning if you qualify, the benefit may be applied to your Pineland account. Read on to learn more about the Lifeline program, eligibility, and benefits.

Lifeline Benefits

Lifeline provides up to \$9.25 per month off your internet service or \$5.25 per month off your phone service. The discount can only be applied to one service—either phone or internet, not both.



Who's Eligible?

You may qualify for Lifeline if your household income is at or below 135% of the Federal Poverty Guidelines. You can view the current income thresholds on the HHS Poverty Guidelines page at <https://aspe.hhs.gov/topics/poverty-economic-mobility/poverty-guidelines>. You're also eligible if you participate in programs such as SNAP (Food Stamps), Medicaid, Federal Public Housing Assistance, Supplemental Security Income (SSI), the Veterans and Survivors Pension, or Tribal Assistance Programs.

How to Apply

To apply, visit LifelineSupport.org and click the "Apply Now" button to complete the application online. You can also apply by mail by downloading and printing the application from the website. If you need help, you may apply with the assistance of your service provider. Customers with disabilities can also contact the Lifeline Support Center at [800.234.9473](tel:800.234.9473) for support.

Next Steps

If you receive approval for the Lifeline program, contact the service provider of your choice to take the next steps of applying the discount to your account. To add your Lifeline benefit to your Pineland account, contact our Customer Experience Associates at [800.247.1266](tel:800.247.1266).

For more information about Lifeline, visit www.lifelinesupport.org.



Our business offices will be closed
on Friday, July 4th
in observance of Independence Day

Payments may be made online at pineland.net or through our office dropboxes. For after hours support, contact [800.247.2244](tel:800.247.2244).

Update Your Email to Stay Connected

We use email to share important account updates, billing notifications, news, and service alerts with our customers. To make sure you receive this information without delay, be sure to keep a current email address on file for your account.

To confirm or update the email address on your Pineland or Southeast Fire & Burglar Alarm account, contact our Customer Experience Associates at [800.247.1266](tel:800.247.1266).



An advertisement featuring a hand holding a smartphone. The phone screen shows a young girl lying on a couch, wearing headphones and using a tablet. The phone's status bar at the top displays "07/10/2025", "01:48:40 PM", and "LIVING ROOM". To the right of the phone, the text "www.southeastfbalarm.com | 888.963.FIRE" is visible. Below this, the large text "SCHOOL IS OUT SAFETY IS IN" is displayed. Underneath that, in red, it says "check on what matters most, wherever you are." At the bottom, the logos for "Pineland" and "Southeast Fire & Burglar Alarm Co." are shown.

Do Not Call Registry for Georgia Residential Customers

Georgia residential consumers who want to reduce the number of unwanted telemarketing calls from telephone solicitors trying to get you to purchase, rent or invest in property, goods or services are encouraged to register with the free Federal Do Not Call Registry.

Consumers are placed on the Georgia Do Not Call List free of charge simply by registering their phone numbers with the Federal Registry. You may register your phone number with the federal list online at www.donotcall.gov or by calling toll-free, [1-888-382-1222](tel:1-888-382-1222), TTY 1-866-290-4236 from the number you wish to register.

While being on the Do Not Call Registry may significantly reduce the number of unwanted solicitations you receive, it will not prevent you from receiving calls from:

- Businesses that have an established relationship with you. An established relationship exists if you have purchased, leased or rented goods or services from the business within 18 months preceding the call, or if you have submitted an application or made an inquiry to the business within the three months preceding the call;
- Recognized charitable or religious organizations; or
- Political pollsters or candidates for public office.

Federal law requires telemarketers to search the Registry every 31 days and synchronize their call lists with the phone numbers that are on the Registry. If you receive telemarketing calls after you have registered your telephone number and it has been in the Registry for 31 days, you can file a complaint at DONOTCALL.GOV or by calling [1-888-382-1222](tel:1-888-382-1222), TTY 1-866- 290-4236. You will have to know the company's name or phone number to file a "do not call" complaint.

